

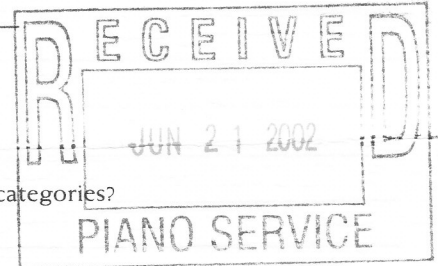
THE YAMAHA® PIANO SERVICEBONDSM ASSURANCE PROGRAM

Customer Comments

Dear Customer: Please answer each question. Your comments are important to us. Thank You.

MODEL NO. U1 PAW	SERIAL NO. 5849170
DEALER NAME & ADDRESS SYRACUSE ARTIST PIANOS, LTD. 5780 CELI DR. East Syracuse NY 13057-2902	

Sterling
 Your Name _____
 Gansevort NY
 City State
 12831
 Zip Code



How would you rate your new Yamaha piano in the following categories?
(check the appropriate box)

Tone	<input checked="" type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
Touch	<input checked="" type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
Beauty	<input checked="" type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
Value	<input checked="" type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
Overall Satisfaction	<input checked="" type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor

Which other brand did you most consider? Kawai

Which additional piano brands were considered? Steinway

How helpful was your Yamaha sales person in answering your questions?

Outstanding
 Very Good
 Satisfactory
 Fair
 Poor

Any additional comments? _____

Why did you choose a Yamaha piano?

Recommended:

Teacher
 Piano Technician
 Relative
 Friend
 Professional Musician/Artist
 Other _____

Other factors:

Tone
 Value
 Saw at concert or other event
 Touch
 Dealer Service
 Famous person plays it
 Reputation
 Overall Quality
 Used at School
 Past Experience
 Beauty
 Yamaha Warranty/Assurance Servicebond
 Other _____

If you purchased a Disklavier® piano: Where did you first learn about the Disklavier®?

In a dealer's store
 Saw in a display (not in the dealer's store)
 Internet/World Wide Web
 CD Rom
 Advertising: Magazine
 Newspaper
 Radio
 TV
 Other _____

What is your initial impression of your new Yamaha piano? I love it.

(If you need more space, use the back of this form)